

**CITY OF AUSTIN
SCOPE OF WORK
OVERHEAD DOORS MAINTENANCE, REPAIR, AND REPLACEMENT SERVICES
SOLICITATION NO.: IFB JRD0031**

1. PURPOSE

The City of Austin (City) seeks bids from a qualified Vendor (Contractor) experienced in the maintenance, repair, replacement, modernization, and warranty of repairs for overhead doors at City facilities located throughout the Austin area. Services include under this Contract shall include but not be limited to preventative maintenance, general maintenance, repair or replacement of a like item or item of similar purpose, and like-and-kind replacement. No services will be performed under this contract that impacts the structure, or require architectural or mechanical engineering, drawings, or plans.

The Contract will be utilized by all City departments. The City reserves the right to add or remove City departments, locations, and service frequencies at the City's discretion.

2. BACKGROUND

Overhead doors and associated components (doors) are located at City facilities throughout the City and are used to secure and gain access to Austin Fire, EMS, Convention Center, Fleet, Austin Water, and several other buildings. For the public safety departments, proper operation is necessary to allow for the immediate exit of emergency vehicles and equipment, as well as full closing afterward to keep the facility secure. The overhead doors require regular maintenance by trained technicians.

3. CONTRACTOR REQUIREMENTS

3.1. Contractor Qualifications

- 3.1.1. The Contractor shall have a minimum of five (5) years' of continuous experience performing commercial overhead door maintenance and repairs prior to this solicitation.
- 3.1.2. The Contractor shall have and operate a full-time, permanent business address located within 30 miles of the Texas State Capitol with the ability to be reached by email and telephone.
- 3.1.3. The Contractor shall provide and maintain a telephone dispatch system that is operational 24 hours per day, seven (7) days per week, and 365 days per year (including holidays). *Telephone answering machines do not meet the requirements of this paragraph.* The dispatch system shall keep a record of the incoming call information for a minimum of one (1) year.
- 3.1.4. The Contractor shall have access to all necessary equipment and tools to safely test, service, and repair the doors.
- 3.1.5. The Contractor will have access to and utilize electronic data management systems and communication devices as-needed to meet the requirements of this contract.

3.2. Hours of Service

- 3.2.1. The Contractor shall perform all non-emergency repairs and maintenance during normal business hours, which is defined as Monday through Friday from 7:00 a.m. to 6:00 p.m.
- 3.2.2. The Contractor may be required to perform door repair services during non-regular business hours, which is defined as Monday through Friday from 6:01 p.m. to 6:59 a.m., weekends, and official City holidays. The Contractor shall not invoice the non-regular business hour rate for services unless requested and approved in writing by the City Contract Manager or designee (representative) prior to starting the work.
- 3.2.3. The Contractor shall not charge an overtime rate due to lack of available staff for services performed during non-regular hours that could reasonably be completed during regular business hours.

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3.3. Single Point of Contact (SPOC)

- 3.3.1. The Contractor shall provide a SPOC, who is English-speaking, skilled, knowledgeable, and experienced in providing the types of services listed in this Scope of Work. The SPOC shall have the authority to dispatch Contractor personnel; and shall have full decision-making authority for all services provided under this Contract.
- 3.3.2. The SPOC shall be available and on-call twenty-four (24) hours daily including weekends and holidays. Contractor shall provide the office number, email address, and cell phone number for the SPOC. During times the SPOC is unavailable (due to vacation, travel, etc., for example), the Contractor may provide a designee for the SPOC. The designee shall meet the same requirements as specified for the SPOC within this SOW and shall have the same authority as the SPOC.

4. CONTRACTOR RESPONSIBILITIES

4.1. General Requirements

- 4.1.1. The Contractor shall understand and agree that the scheduling of events at City facilities takes precedence over any scheduled maintenance and repair services agreed to by the City and the Contractor. The Contractor shall not hold the City liable, financially or otherwise, if the City needs to reschedule services with the Contractor due to a new event scheduled at a City facility. The City will make every reasonable effort to immediately notify the Contractor of changes in the City's schedule of events which may have an impact on scheduled services.
- 4.1.2. The Contractor shall provide all equipment, materials, labor, tools, incidentals, expendable items, personnel protective equipment, and transportation necessary for proper execution and completion of maintenance, repair, and replacement services. The materials and services provided by the Contractor shall comply with all current Federal, State and local laws, City of Austin ordinances, rules and regulations.
- 4.1.3. The Contractor shall notify the City's identified point of contact at each work site with an estimated time of arrival one (1) business day prior to beginning work at the City location, unless the City representative indicates additional notification time at the time of the request.
- 4.1.4. The Contractor shall repair all doors, components, and associated equipment so that they operate to the original manufacturer's performance specifications.
- 4.1.5. The Contractor shall provide a work order ticket to the City representative showing all maintenance and/or repairs performed. The work order ticket shall be signed by the City representative on completion of work.
- 4.1.6. The Contractor shall provide a minimum one (1) year warranty against defects of materials, services, and workmanship.
- 4.1.7. The Contractor shall be responsible for the immediate clean-up of the work area and the removal of debris. Cleaning of the work area shall be subject to the City representative's inspection and approval.
- 4.1.8. In response to a repair call, the Contractor shall inspect the entire door and mechanism before repairs begin to ensure that no other repairs are required.

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- 4.1.9. The Contractor shall be responsible for damage done to property or equipment as a direct result of the Contractor's actions. Should the Contractor and/or his employees cause any damage to City property, the Contractor shall immediately inform the City representative. The Contractor shall make repairs or replacement to the satisfaction of the City representative at no cost to the City. The City may, however, at its sole discretion, elect to make repairs or replacements of damaged property and deduct the cost from any payments owed to Contractor or to recover costs if no payments are owed.
- 4.1.10. The Contractor shall provide a monthly electronic report of the door maintenance and repairs to a City representative(s). The City may request the Contractor to provide the report, or a report for specific locations and departments, the Contractor shall provide requested reports within one (1) week of the request. The report shall include the following information:
- Date of service
 - Name of the City employee requesting the service
 - Location (and door number if more than one door at location)
 - Reason for call
 - Action(s) performed
 - List of parts replaced
 - Time spent performing repairs (labor hours)
 - Invoice amount
- 4.1.11. The Contractor shall coordinate a meeting two (2) months before the anniversary contract date with representatives from the City departments annually, or as requested by the City, in person or via a teleconference to discuss (at least, but not limited to) equipment repairs, uptime and contract compliance.

4.2. Service Requirements

4.2.1. Routine and Preventive Maintenance Schedule Services

- 4.2.1.1. The Contractor shall work with the City to establish and perform a routine and preventative maintenance schedule on any of the City doors as requested by the City representative. See Attachment A - City Overhead Door Locations for estimated preventative maintenance frequencies
- 4.2.1.1.1. The Contractor shall conduct a preliminary door assessment at the request of the City representative within two (2) weeks upon request, at no cost to the City. The City anticipates developing a comprehensive assessment of all doors covered by this contract within 45 days of contract award.
- 4.2.1.1.2. The assessment shall be in electronic format approved by the City representative and a minimum shall include the following:
- Location and designation of the overhead door
 - Door Size and Manufacture name
 - An overall assessment of the entire door system which shall include each major component (component list shall be mutually agreed upon between the Contractor and the City representative), and a recommendation by the Contractor for service or replacement
 - Assessment shall include a capital replacement schedule based on end of useful life expectancy of the equipment and shall include an estimated cost

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- 4.2.1.2. The Contractor shall respond to non-scheduled preventive maintenance requests within one (1) business day and acknowledge receipt of the request by phone or email with the City representative. The Contractor shall complete the non-scheduled preventative maintenance request within one (1) week of the request, or as otherwise mutually agreed to between the Contractor and the City representative.
- 4.2.1.3. The Contractor's routine maintenance schedule shall include but not limited to the following:
 - 4.2.1.3.1. Inspection and testing of all mechanical door and associated component parts, transmitters, and receivers with terminals.
 - 4.2.1.3.2. Adjustment, lubrication, cleaning, and repair or replacement of any parts and mechanisms as necessary to keep door equipment in proper and safe operating condition. Lubricants and cleaning supplies shall be included in the flat fee charged for preventative maintenance services indicated in Section 0600 – Bid Sheet.
 - 4.2.1.3.3. Maintain the efficiency, safety, and rated opening and closing speeds for each door unit, per the manufacturer specifications and within the limits of applicable codes.
 - 4.2.1.3.4. Examination, maintenance and repair of all safety devices and governors for each door. Door safety devices and/or governors shall never be left in a bypassed state.
- 4.2.1.4. The Contractor shall provide a Preventive Maintenance Schedule within one (1) month after request by the City. See Attachment A for an example of City locations.
- 4.2.1.5. The Contractor shall notify the City representative at least two (2) business days before scheduled maintenance activities.
- 4.2.1.6. The Contractor shall develop and maintain preventive maintenance documentation on all overhead doors and door systems and equipment that details regular maintenance tasks and service intervals in accordance with this scope of work. The Contractor shall provide a copy of the preventive maintenance documentation within five (5) business days following request by the City.
- 4.2.1.7. The Contractor shall invoice routine and preventative maintenance services separately from non-emergency and emergency repair services. Repair services shall be paid at the hourly bid rate for labor service and cost of repair parts to include any mark-up or discount per the terms of this contract.
- 4.2.2. Non-Emergency Repair Services
 - 4.2.2.1. The Contractor shall perform non-emergency repair services on an as-needed basis for all City locations. Non-emergency repairs are defined as minor repairs that are needed, but not required, to keep an overhead door functioning (immediately opening and closing).
 - 4.2.2.2. The Contractor shall acknowledge receipt of non-emergency repair requests within two (2) business hours by phone or email to the City representative.
 - 4.2.2.3. The Contractor shall provide a quote that clearly distinguishes the cost of parts and labor in writing or email within one (1) business day for approval by the City representative in writing or email prior to the start of the work.
 - 4.2.2.4. The Contractor shall complete non-emergency repairs within two (2) business days of the City's request, or in a timeframe mutually agreed upon between the Contractor and City representative.

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4.2.3. Emergency Repair Services

- 4.2.3.1. The Contractor shall be able to respond to emergency service requests twenty-four (24) hours per day, seven (7) days per week (including holidays). Emergency services are defined as a repair situation where a door will not open or close, either manually or electronically, to allow for entry and exit. The need for immediate repair will be determined and approved by the City representative.
- 4.2.3.2. Emergency services shall take priority over all other scheduled preventive maintenance and non-emergency repairs. The Contractor shall notify the City representative of the non-emergency requesting department before the scheduled time and reschedule the appointment at a time that is mutually agreed to between the Contractor and the City, if the Contractor's technicians will be unable to make the non-emergency repair scheduled time.
- 4.2.3.3. The Contractor shall acknowledge receipt of an emergency request within twenty (20) minutes or less and be onsite within three (3) hours unless otherwise approved or agreed-upon by the City representative. The response time shall begin at the time the call is made and end at the time the appropriate Contractor's employee signs in at the work site.
- 4.2.3.4. The Contractor shall provide a quote that clearly distinguishes the cost of parts and labor in writing or email within one (1) day of the emergency repair request for approval by the City representative.
- 4.2.3.5. The Contractor shall provide emergency service to restore the door to its original operational status, or complete a temporary repair to restore the door to a manual operation status, within four (4) hours from arrival onsite unless mutually agreed to between the Contractor and City representative.
- 4.2.3.6. The City understands that at times major parts or parts that are not commonly stocked may affect the Contractor's ability to complete an emergency repair in the specified timeframe. If there is a delay in completing an emergency door repair, the Contractor shall secure the opening in a way to keep unauthorized personnel from entering.
- 4.2.3.7. If the Contractor cannot respond to any emergency repair request in the specified timeframe, the City reserves the right to contact another Contractor to perform the repair services. The Contractor shall be responsible for any price difference between the contracted amount and the alternate Contractor's charge.

4.2.4. Replacement Parts

- 4.2.4.1. The Contractor shall maintain an adequate inventory of replacement parts to ensure minimal down time during the maintenance and repair of the doors. The City estimates that an adequate parts inventory will cover four (4) weeks of repairs. The Contractor and the City will mutually agree on what an adequate parts inventory is based on the doors in use at City locations.
- 4.2.4.2. The Contractor shall use parts, lubricants, and chemicals associated with the maintenance and repairs of the doors that meet the manufacturers' specifications and standards for the type of doors being repaired.
- 4.2.4.3. The Contractor shall provide and install non-stocked replacement parts within two (2) weeks after repair request made by the City, unless mutually agreed to between the Contractor and City representative.

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- 4.2.4.4. All replacement parts shall be of the same or higher quality and of the same manufacturing design as the parts being replaced. Replacement parts may be new or reconditioned to the original manufacturer's specifications.
- 4.2.4.5. The Contractor shall invoice all parts used for door maintenance or repair at the percentage discount off the manufacturers suggested retail price list, as indicated on Section 0600 – Bid Sheet.

4.3. Labor and Personnel:

- 4.3.1. The Contractor shall employ a minimum of six (6) qualified overhead door technicians with a minimum of two (2) technicians on 24 hour call at the same time to respond to emergency repairs. Each technician shall have at least two (2) years of experience repairing commercial overhead doors. The Contractor shall submit proof of technician experience by resume within five (5) business days upon request by the City.
- 4.3.2. The Contractor shall be responsible for ensuring the safety of their employees, City employees, and the general public during performance of all services under this contract. The Contractor shall ensure that all crews are fully and properly equipped to perform services promptly and safely.
- 4.3.3. All Contractor personnel assigned to provide services under the contract shall wear a uniform, necessary safety equipment, and company issued identification. Uniforms shall be alike and shall have the Contractor's and employee's names clearly displayed on the front of the shirt and seasonal outerwear.
- 4.3.4. If the City notifies the Contractor that any employee(s) or representative of Contractor is (while providing services on City property or at City facilities) incompetent, disorderly, abusive, or disobedient, has knowingly or repeatedly violated safety regulations, has possessed any firearms in contravention of the applicable provisions of Texas law, or has possessed or was under the influence of alcohol or drugs on the job, the Contractor shall immediately remove such employee or representative from the City property or facilities. Furthermore, the Contractor shall not assign such employee to a City work order/job without the City's prior written consent. Contractor shall at all times maintain good discipline while performing services for the City.
- 4.3.5. The Contractor shall ensure that all personnel are continuously trained to meet the latest technology and industry standards. The Contractor shall submit proof of personnel training and experience within five (5) business days upon request by the City.
- 4.3.6. The Contractor shall not enter into the living quarters areas of facilities equipped with these features. Bathrooms and kitchen areas are acceptable to enter.
- 4.3.7. The Contractor's technicians shall have passed a pre-employment background check paid for by Contractor. Any technicians arrested during employment under this Contract shall not be assigned to work on City premises.

The following are definitions of passing an employment background check reviewed by the City's Professional Standards Office (PSO).

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Code	Criminal Arrests and Convictions	Review	Disqualification Period
1.01	Felony Conviction (If a felony at time of conviction or a felony in another state regardless of the Texas equivalent)	PSO	Permanent
1.02	Misdemeanor Class A Conviction	PSO	Permanent
1.03	Misdemeanor Class B Conviction	PSO	Five years from conviction date
1.04	Two or more Misdemeanor Class B or greater level convictions	PSO	Permanent
1.05	Misdemeanor Class C- Conviction (excluding traffic)	PSO	Two years from conviction date
1.06	DWI or DUI charge with conviction on a reduced level offense (ex: reckless driving or blocking roadway)	PSO	Five years from conviction date
1.07	History of family violence reports (suspect in three or more incidents with no convictions)	PSO	Permanent
1.08	Two or more Misdemeanor Class B or greater level arrests	PSO	Five years from date of last arrest
1.09	Two or more Misdemeanor Class C or greater level arrests	PSO	Two years from date of last arrest
1.10	Any class B Misdemeanor or greater level arrest with pending adjudication	PSO	Permanent until adjudicated

4.4. Sustainability

4.4.1. The Contractor shall inform the City of alternative products and practices it can offer that meet the City's sustainable purchasing objectives and that can be used to complete the maintenance and repair services. The alternative products and practices should:

- conserve natural resources throughout the product life cycle by supporting up-cycling and recycling efforts as well as utilize products with high recycled content
- Minimize environmental impacts such as water and air pollution during usage
- Eliminate or reduce toxics that create hazards to workers, citizens, wildlife, and the environment
- Consider total cost of ownership during the product's useful life, including operation, supplies, maintenance, and disposal cost

4.4.2. The Contractor shall be responsible for handling, transporting, and disposing of all building material waste, worn/defective parts, oils and solvents, in accordance with all applicable laws, rules and regulations so as to ensure the highest level of safety to the environment and public health at no additional cost to the City.

5. CITY RESPONSIBILITIES

5.1. The City will provide light, water, and electricity as necessary to enable the contractor to provide the services described in this document. The Contractor shall use these facilities only to perform the contractual duties.

5.2. The City will provide an on-site contact, with escorted access.

5.3. The City will provide the Contractor with name(s) of personnel authorized to order services.

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6. OMISSIONS

It is the intention of this specification to require complete overhead door maintenance and repair services for all City departments. Any items/services that have been omitted from this specification which are clearly necessary for complete overhead door maintenance and repair services shall be considered to be a requirement of the contract although not directly specified or called for in this specification.

7. DELIVERABLES/MILESTONES

#	Deliverables/ Milestones	Description	Timeline (due/ completion date, reference date, or frequency)	Performance Measure/ Acceptance Criteria	Scope of Work Reference/ Section
1	Reports	Contractor shall provide monthly reports in a sortable format	Quarterly	100% compliance	4.1.10.
2	Annual Business Report Meeting	Annual meeting held two (2) months before the contract anniversary date	Within 60 business days of contract anniversary	100% on time delivery	4.1.11.
3	Preventive Maintenance	Contractor shall complete the preventative maintenance activities on time and in accordance with 4.2.1.	Within five (5) business days of the scheduled date	95% compliance	4.2.1.
4	Non-Emergency Repairs	Contractor shall complete the repair activities on time and in accordance with 4.2.2.	Within two (2) business days of the scheduled date	95% compliance	4.2.2.
5	Work order provided	Contractor shall provide a work order to the person in charge	At the end of every maintenance activity	100% compliance	4.2.2.3 & 4.2.3.4.
6	Emergency Repairs	Contractor shall complete the repair activities on time and in accordance with 4.2.3.	Within four (4) hours of initial notification	95% compliance	4.2.3
7	Technicians	Each technician assigned to this contract shall have two (2) years training, proper training records, pass a background check and be a direct employee, shall be properly uniformed, shall wear photo identification, shall be escorted at all times by a City employee and shall not enter living quarters	For all calls – confirmation upon request and at annual meeting	100% compliance	4.3.